

# **Performance Measurements**

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**(Presented at the DLA A-76  
Conference)**

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# Background

- ✓ In an effort to continuously monitor A-76 competition costs and competition schedules, the Defense Logistics Agency's (DLA) Competitive Sourcing Division (CSD) has initiated a performance measurement reporting process.
- ✓ Under this process, performance measure templates, called "dashboards," have been developed to capture A-76 competition costs, schedule progress, and key issues. The Requiring Activity (RA) will report these performance metrics to the CSD each month via a video teleconference (VTC). The resulting data provides the basis for information disseminated, as needed, to various levels of management and is used to make adjustments to the program if necessary.

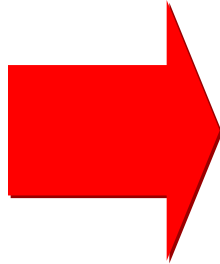
# Objective

- ✓ The primary objective of the dashboard identify and implement key performance measures and indicators that will enable the DLA A-76 process to effectively assess cost, quality and schedule.
- Developing a common vehicle for monitoring and improving performance
- Build consensus on key performance measures and drivers
- Gain a deeper understanding of the drivers of productivity and cost
- Identify to upper management what actions have been taken and will be taken to preclude future performance deficiencies.

# Performance-Oriented Shift In Focus

## Activity Oriented

- Traditions/crises
- Commitment to process
- Deep-rooted procedures
- Status quo
- Safe choices
- Equal attention to all tasks
- Bureaucracy
- Insularity
- Stagnation
- Day-to-day management



## Performance Oriented

- Goals
- Priorities
- Commitment to results
- Planning
- Innovation/flexibility
- Risk-taking
- Focus on critical tasks
- Clear individual responsibilities
- Open communications/teamwork
- Individual development
- Strategic management

# Strategy

- ✓ Preliminary planning phase
- ✓ A-76 costs must be collected throughout the A-76 competition.
- ✓ A-76 competition costs are those costs directly associated with conducting competitions.

# Process

- ✓ Competition participants play a significant role in cost containment by establishing realistic cost plans and schedules
- ✓ By the end of the third week of each month, Headquarters (HQ) and field cost data from the previous month must be submitted to the CSD.
- ✓ Cost Data Collection
- ✓ Discussed monthly at VTC

# Dashboard Performance Ratings

## Schedule Measurement:



- On schedule, no slippages or delays in schedule



- Caution: some internal slippage on tasks, and potential to affect major milestones



- Action Required: Schedule impact on major milestones

## Cost Measurement:



- Within Planned Cost



- Cost rising (potential problems)



- Cost exceed goal

**PERFORMANCE MEASURE DASHBOARD**

**PWS POC Lead:**

**MEO POC Lead:**

**Contract Specialist:**

**HQ Analyst: TBD**

**Schedule**  

***Activity Under Study:***

**XXX**

***Cost Data as of: Date***

***Study/Quadrant Update as of: Date***

Study Number:  
S02A017

Study Name: DDAA

**Current Milestones**

**Key Points**  
**Study Start Date: 10/10/01**  
**Study Finish Date: 00/00/00**

**Upcoming Milestones**

**Changes/Actions Required**



# Defined Benefits

- ✓ Effectively monitor activities and progress towards goals and objectives
- ✓ Inform top managers and oversight bodies of progress
- ✓ Trigger warning signs when corrective action is necessary
- ✓ Reinforce common goals across teams, functional areas
- ✓ Reinforce accountability throughout the effort on project cost and schedule and work products